

Ishara Chamodi Suraweera

Administrative Officer | Office Administration | HR & Operations Support

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Chamodi Suraweera
UAE

SUMMARY

Detail-oriented Administrative Officer with hands-on UAE experience in office operations, HR support, and documentation management. Skilled in coordinating daily workflows, preparing reports, managing employee records, and facilitating recruitment and payroll processes. Recognized for improving document organization and ensuring timely information sharing across departments. Eager to apply strong time-management and coordination abilities to support efficient office operations within a dynamic organization.

CORE COMPETENCIES

- Office Administration & Operations
- Customer Service Excellence
- Administrative Coordination
- Documentation & Records Management
- Customer Relationship Management
- Meeting & Calendar Management
- Event Planning & Coordination
- Complaint & Conflict Resolution
- Report Preparation & Correspondence
- Procurement & Office Support
- Team Leadership & Coordination
- Workflow & Process Improvement
- Recruitment & Interview Coordination
- Employee Records & HR Administration
- Stakeholder Communication
- Time Management & Prioritization
- Operational Support
- Problem-Solving & Decision-Making

EXPERIENCE

Administrative Officer

UUDS Aero DWC LLC / Onwing Department, Dubai International Airport , UAE | December 2024 – Present

- Manage and maintain accurate employee records and personnel details for a workforce of over 400 employees, ensuring data accuracy, confidentiality, and timely updates to support administrative and HR operations.
- Coordinate daily administrative operations to maintain efficient departmental workflows and support operational requirements.
- Manage internal and external communications, ensuring accurate information sharing and timely follow-up across departments.
- Prepare, update, and maintain employee performance evaluation forms and related administrative documentation.
- Coordinate recruitment activities, including interview scheduling, candidate communication, and stakeholder arrangements.
- Maintain employee overtime records and coordinate the timely submission of information for management and payroll processing.
- Prepare and circulate meeting minutes, recording key decisions, action points, and follow-up requirements.
- Update daily food forecasts based on manpower requirements, attendance, and operational schedules.
- Maintain confidential employee records, HR documentation, administrative forms, and organized filing systems.
- Schedule meetings, appointments, and departmental activities to support effective coordination.
- Prepare reports, presentations, official correspondence, and other documents for management.
- Respond to employee and client inquiries professionally and coordinate with relevant teams to resolve issues promptly.
- Monitor administrative requirements, office supplies, and procurement activities.
- Follow company policies, documentation standards, and established administrative procedures.

Key Contributions:

- Supported improved administrative workflow and coordination between departments.
- Strengthened document organization and accessibility through systematic record maintenance.
- Contributed to timely information sharing and effective follow-up on departmental activities.

Event Coordinator

Royal Ceylon Rush Events Organizing and Management LLC | September 2023 - November 2024

- Coordinated event planning and execution, from initial client discussions to final event delivery.
- Liaised with clients to understand event requirements, objectives, schedules, and expectations.
- Coordinated vendors, suppliers, and service providers to ensure smooth event operations.

Customer Experience Leader

McDonald's, Dubai, UAE | August 2023 – August 2024

- Delivered professional, customer-focused service in a fast-paced, multicultural environment.
- Led and supported team members to maintain service quality and meet operational standards.
- Responded to customer inquiries, handled complaints, and resolved service issues promptly.

Government Teacher
Nandimithra Central College, Sri Lanka | October 2019 – August 2023

Associate – Front Office / Administration
Hayleys Business Solutions International (Pvt) Ltd., Sri Lanka | March 2018 – September 2019

PROFESSIONAL QUALIFICATIONS

Certificate of Proficiency in English Language
University of Colombo, Sri Lanka

Certificate in Computer Literacy
Open University, Sri Lanka

Certificate of Proficiency in Computer Studies
University of Colombo, Sri Lanka

Certificate in English Language
Kekirawa English Academy, Sri Lanka

Aviation & Workplace Trainings
MLZ Training – Emirates Engineering, Dubai, UAE

- SMS for All
- Fundamentals of Human Factors
- EASA Regulations – Initial/Continuation Training
- UAE GCAA Aviation Legislation
- EWIS Levels 3, 4 & 5 – Initial/Continuation Training
- Reduced Vertical Separation Minimum (RVSM) Training
- Fuel Tank Safety – Phases 1 & 2
- Emirates Engineering Procedures
- Working at Heights
- Introduction to Cyber Security
- Data Privacy Basics
- Emirates Group Safety Policy and You
- ETOPS Generic and Type Initial/Continuation Training
- Workshop Procedures Emirates Airside Safety
- Continuation Training in Safety and Human Factors
- B777 Retrofit – Falcon Project

EDUCATION

Bachelor of Arts (Special) Degree in Performing Arts
University of Colombo, Sri Lanka | 2014 – 2018

G.C.E. Advanced Level Examination
Department of Examinations, Sri Lanka | 2011

G.C.E. Ordinary Level Examination
Department of Examinations, Sri Lanka | 2008

PERSONAL INFORMATION

- **Date of Birth:** 07 May 1992
- **Nationality:** Sri Lankan
- **Gender:** Female
- **Languages:** Sinhala(Native), English(Fluent)
- **Visa Status:** Employment Visa
- **Notice Period:** 1 Week
- **Availability:** Immediately Available

REFERENCES

Danika Athapattu
Managing Director - Onwing Department,
UUDS Aero DWC LLC, Dubai International Airport
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